

# APPENDIX 2 - HOUSING DASHBOARD (QUARTER 4 2020/21)

## HRA BUSINESS PLAN

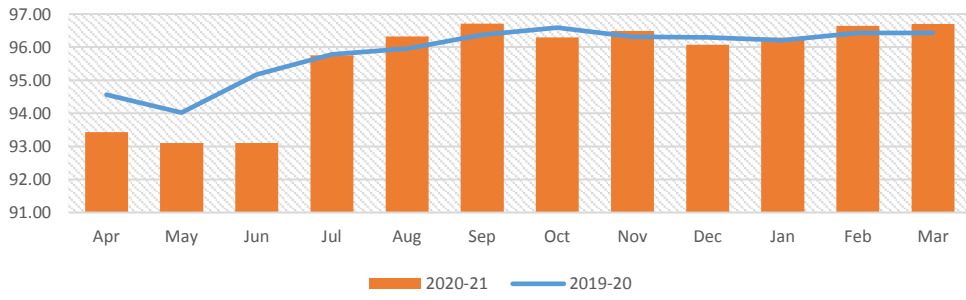
Target references target set for service or contractor. Baseline references same position in previous financial year.

### Rent collection

Measurement: Cumulative, Polarity: Higher 19-20 YE: 96.43%

Target	Jan 21	Feb 21	Mar 21	Rating
97.25	96.28	96.64	96.70	🟡

Percentage of rent collected on rent account

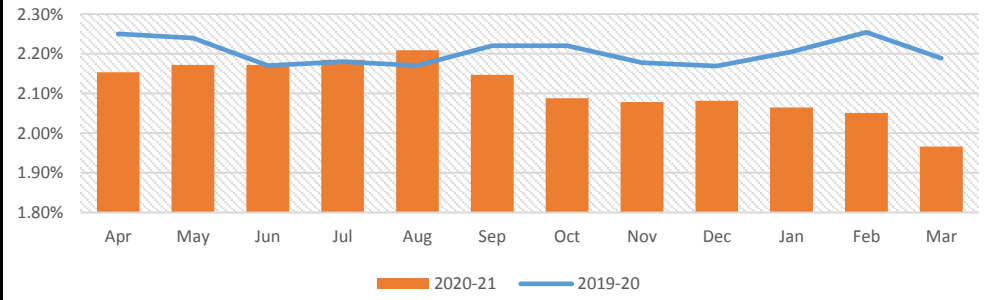


### Former tenancy arrears

Measurement: In month, Polarity: Lower 19-20 YE: 2.19%

Baseline	Jan 21	Feb 21	Mar 21	Rating
2.19%	2.06%	2.05%	1.97%	🟢

Percentage of former tenancy arrears on rent account

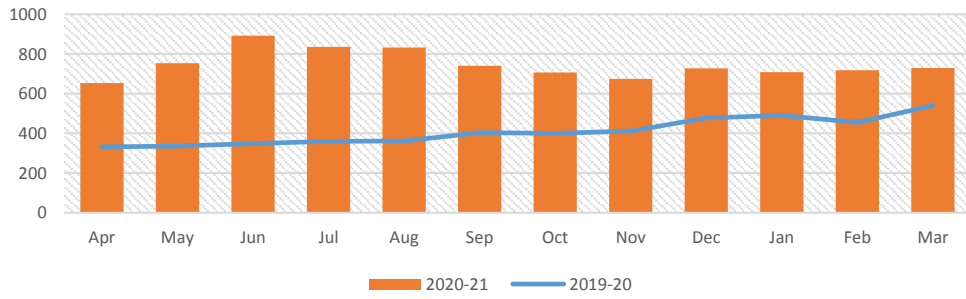


### Void properties

Measurement: In month, Polarity: Lower 19-20 YE: 540

Baseline	Jan 21	Feb 21	Mar 21	Rating
540	708	718	730	🔴

Number of void properties

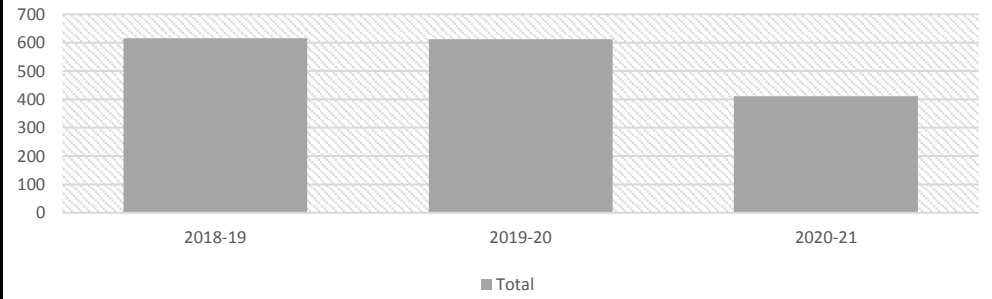


### Right to buy sales

Measurement: In quarter (table) and cumulative (chart), Polarity: Higher 19-20 YE: 612

20-21 Q2	20-21 Q3	20-21 Q4	20-21 YTD
116	93	105	411

Number of right to buy sales

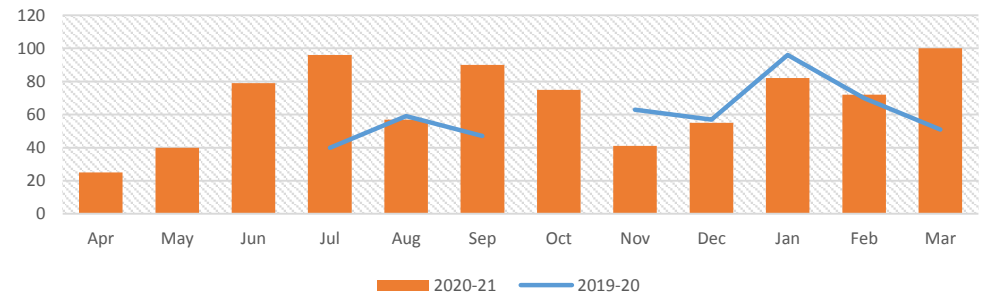


### Claims for disrepair

Measurement: In month, Polarity: Lower

	Baseline	Jan 21	Feb 21	Mar 21	Rating	19-20 YE
Live	630	851	850	878	🔴	630
New	51	82	72	100	🔴	51
Closed	50	86	73	72		50

Number of new disrepair cases



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## HOUSING STRATEGY

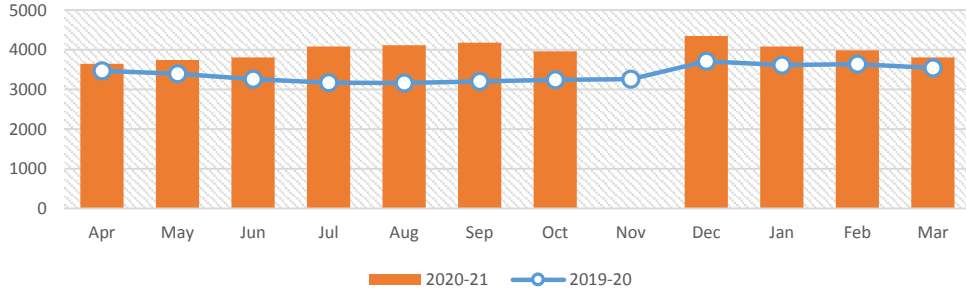
Target references target set for service or contractor. Baseline references same position in previous financial year.

### Long term (6+ months) empty properties all sectors

Measurement: In month, Polarity: Lower 19-20 YE: 3545

Target	Jan 21	Feb 21	Mar 21	Rating
3777	4085	3983	3810	🟡

Number of long term (6+ months) empty properties all sectors

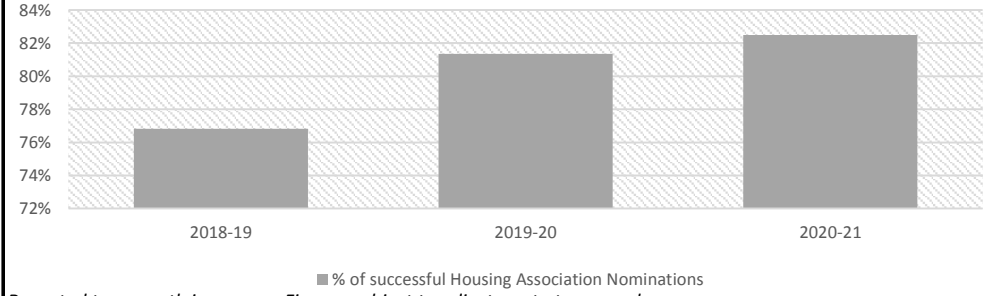


### Housing Association nominations

Measurement: In quarter (table) and cumulative (chart), Polarity: Higher 19-20 YE: 81.4%

Baseline	19-20 Q4	20-21 Q1	20-21 Q2	Rating
80.0%	80.0%	92.0%	80.0%	🟢

% of successful Housing Association Nominations



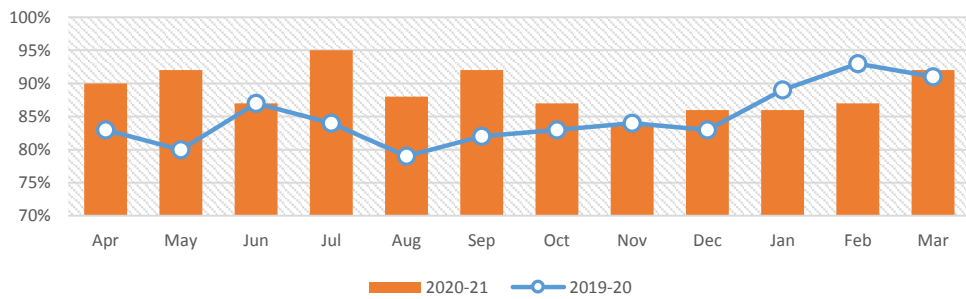
Reported two month in arrears. Figures subject to adjustment at year end.

### Homeless preventions

Measurement: In month, Polarity: Higher 19-20 YE: 91%

Baseline	Jan 21	Feb 21	Mar 21	Rating
91%	86%	87%	92%	🟢

Percentage of homeless preventions

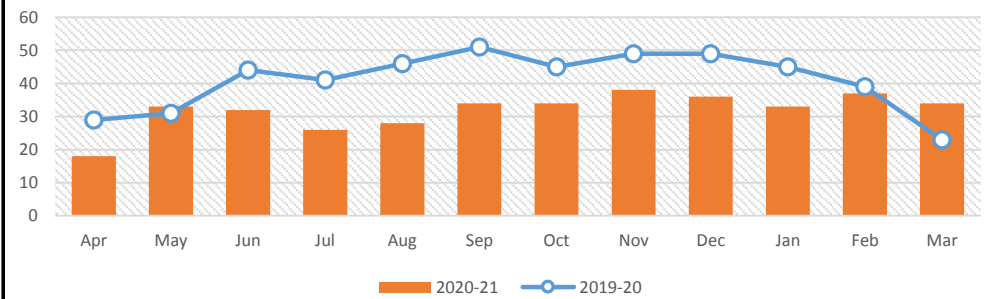


### Temporary accommodation

Measurement: In month, Polarity: Lower 19-20 YE: 23

Baseline	Jan 21	Feb 21	Mar 21	Rating
23	33	37	34	🔴

Number of temporary accommodation reliefs

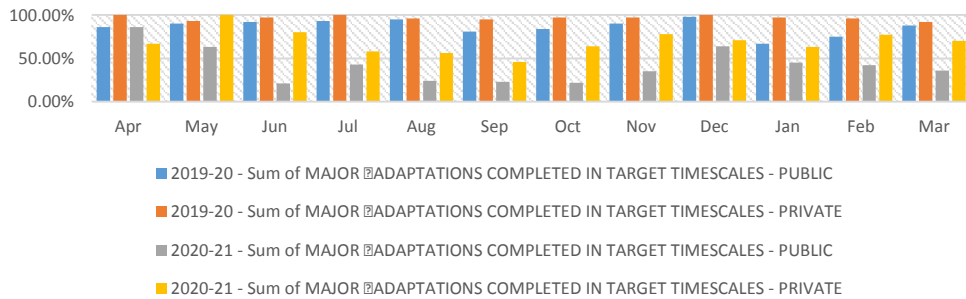


### Adaptations completed within timescales

Measurement: In month, Polarity: Higher 19-20 YE: 75.00%

	Target	Jan 21	Feb 21	Mar 21	Rating
Public	95.00%	45.00%	42.00%	36.00%	🔴
Private	95.00%	63.00%	77.00%	70.00%	🔴

Adaptations completed within timescales



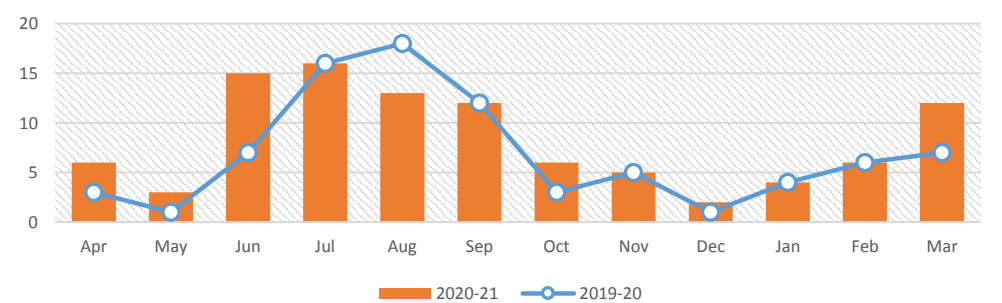
### Unauthorised encampments

Measurement: In month, Polarity: Lower

19-20 YE: 7

	Baseline	Jan 21	Feb 21	Mar 21	Rating
Council Owned Land	6	3	6	11	🔴
Privately Owned Land	1	1	0	1	🟢
Total	7	4	6	12	🔴

Number of total unauthorised encampments



# APPENDIX 2 - HOUSING DASHBOARD (QUARTER 4 2020/21)

## HOUSING CONSUMER STANDARDS

Target references target set for service or contractor. Baseline references same position in previous financial year.

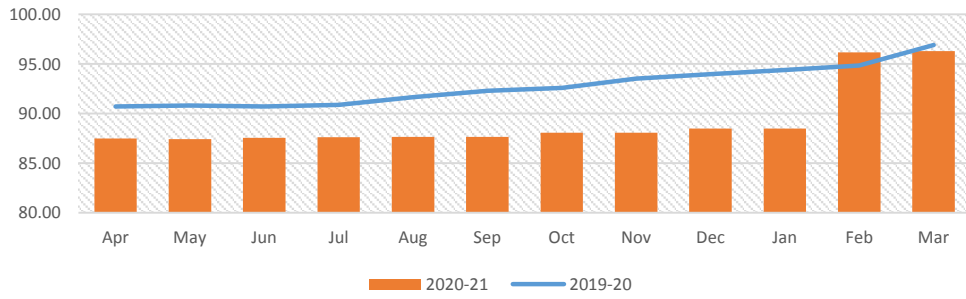
### HOME STANDARD

#### Properties meeting the Decency Standard

Measurement: In month, Polarity: Higher 19-20 YE: 96.92%

Baseline	Jan 21	Feb 21	Mar 21	Rating
96.92%	88.50%	96.18%	96.29%	🟡

Percentage of properties meeting decency standard

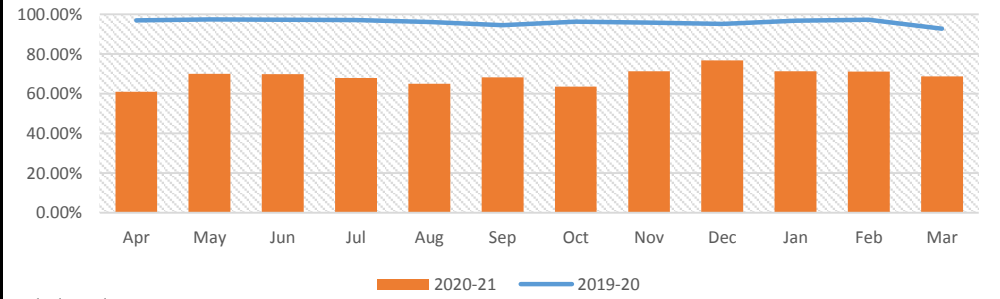


#### Responsive repairs completed within timescales

Measurement: In month, Polarity: Higher 19-20 YE: 92.84%

	Target	Jan 21	Feb 21	Mar 21	Rating
Percentage	99.00%	71.37%	71.21%	68.68%	🔴
Total jobs		13317	15299	17210	
Jobs completed		9505	10895	11820	

Percentage of responsive repairs completed within timescales



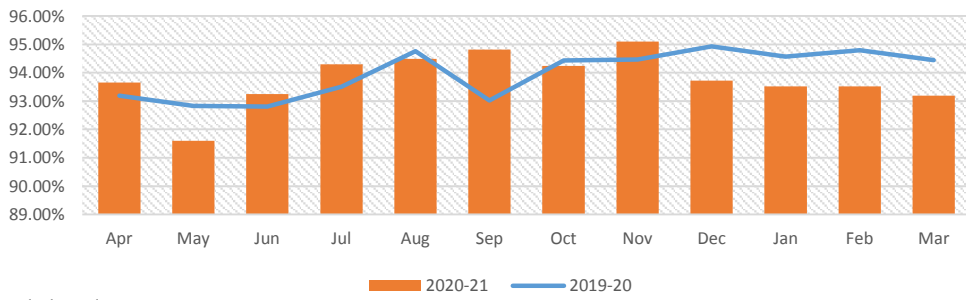
Excludes adaptations

#### Responsive repairs completed right first time

Measurement: In month, Polarity: Higher 19-20 YE: 94.44%

	Target	Jan 21	Feb 21	Mar 21	Rating
Percentage	90.50%	93.52%	93.52%	93.20%	🟢
Total jobs		6851	8870	9861	
Jobs completed		6407	8295	9190	

Percentage of responsive repairs completed right first time



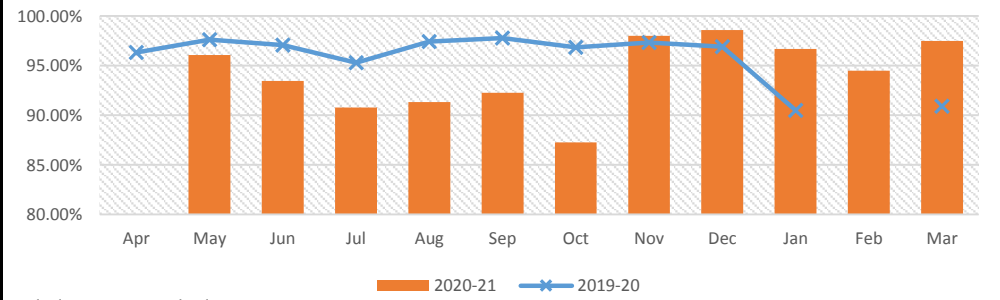
Excludes adaptations

#### Satisfaction with responsive repairs completed

Measurement: In month, Polarity: Higher 19-20 YE: 90.91%

	Target	Jan 21	Feb 21	Mar 21	Rating
Percentage	90.00%	96.67%	94.49%	97.48%	🟢
Total surveys		120	127	119	
Positive responses		116	120	116	

Percentage satisfied responses for responsive repairs completed



Excludes BITMO and adaptations

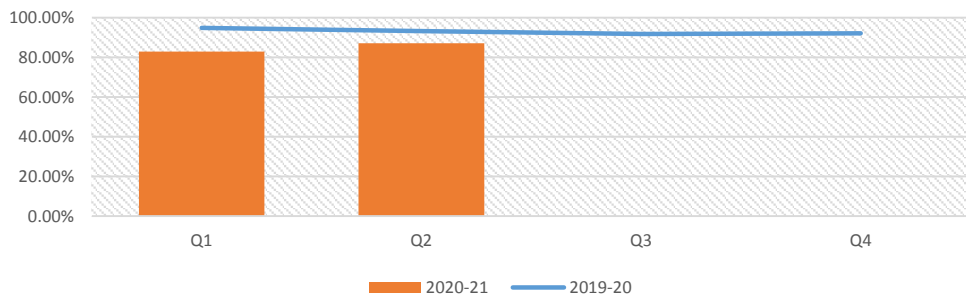
#### Satisfaction with capital works completed

Measurement: In quarter, Polarity: Higher 19-20 YE: 92.12%

	Target	20-21 Q2	20-21 Q3	20-21 Q4	Rating
Percentage	90.00%	87.10%	0.00%	0.00%	
Total surveys		186	0	0	
Positive responses		162	0	0	

\*Currently unavailable due to COVID-19

Percentage satisfied responses for capital works completed

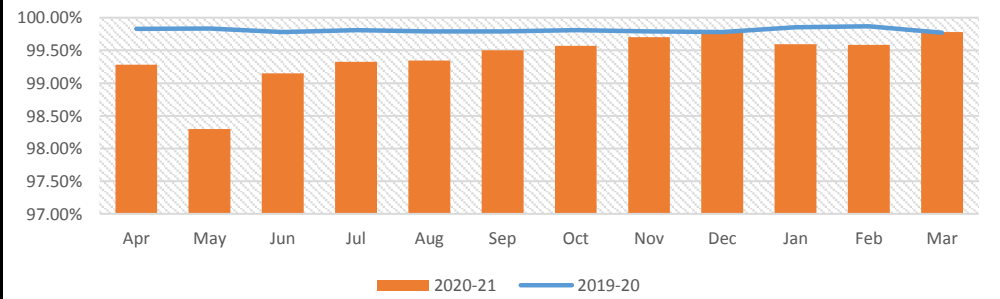


#### Gas services completed on time

Measurement: In month Polarity: Higher 19-20 YE: 99.77%

	Target	Jan 21	Feb 21	Mar 21	Rating
Percentage	99.78%	99.59%	99.59%	99.78%	🟢
Dwellings with gas		43950	43971	43977	
Dw. with valid cert.		43772	43789	43881	

Percentage of gas services completed on time



### TENANCY STANDARD

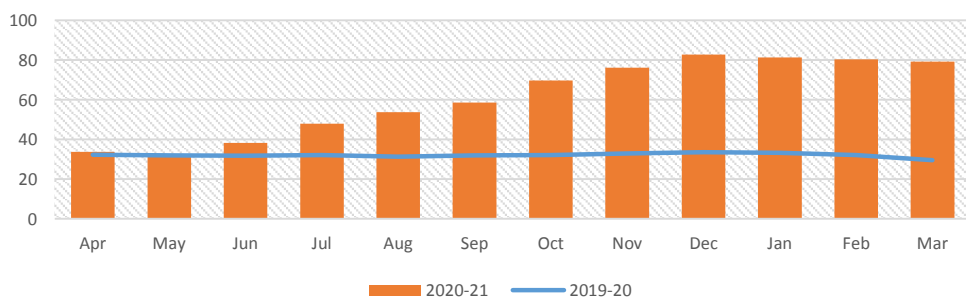
Satisfaction with advice and guidance whilst moving home indicator is being developed and will be reported under the tenancy standard

#### Average relet times

Measurement: In month Polarity: Lower 19-20 YE: 29.6

Target	Jan 21	Feb 21	Mar 21	Rating
30.00	81.32	80.27	79.26	🔴

Average days taken to relet empty properties

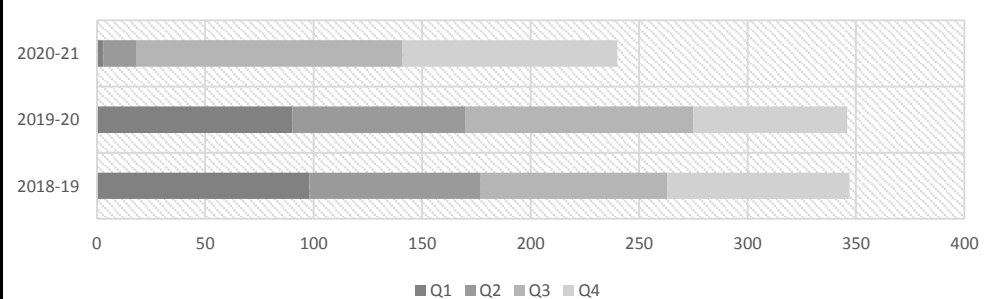


#### Mutual exchanges

Measurement: In quarter and cumulative, Polarity: Higher 20-21 YE: 240

20-21 Q2	20-21 Q3	20-21 Q4	19-20 YTD
15	123	99	346

Number of mutual exchanges (latest month reported in current year)



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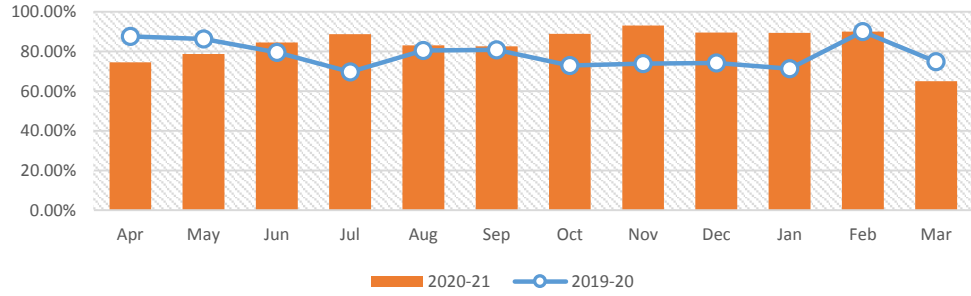
TENANT INVOLVEMENT AND EMPOWERMENT STANDARD

Complaints responded to within timescale

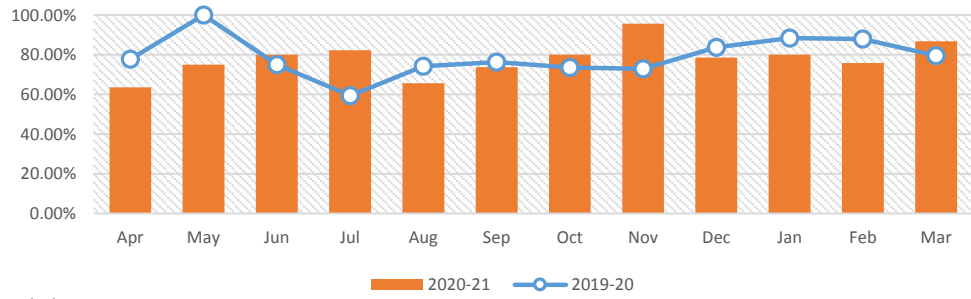
Measurement: In month, Polarity: Higher 19-20 YE: 74.85%

	Target	Jan 21	Feb 21	Mar 21	Rating
Complaints received		196	232	261	
Responded to on time		175	209	170	
Stage 1	95.00%	89.30%	90.10%	65.10%	●
*Reported a month behind due to timescales 19-20 YE: 79.49%					
Complaints received		35	33	38	
Responded to on time		28	25	33	
Stage 2	95.00%	80.00%	75.80%	86.80%	●

Percentage of stage 1 complaints responded to within timescale



Percentage of stage 2 complaints responded to within timescale



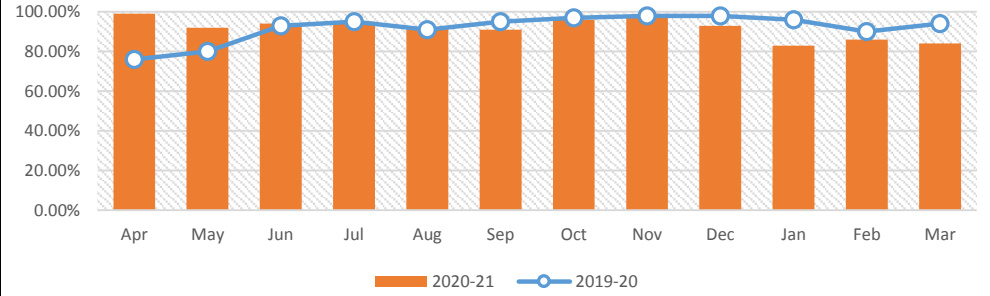
Excludes BITMO

Calls answered at the contact centre

Measurement: In month, Polarity: Higher 19-20 YE: 94.00%

	Target	Jan 21	Feb 21	Mar 21	Rating
Calls received		5272	5391	5864	
Calls answered		4373	4629	4917	
Housing Line	90.00%	83.00%	86.00%	84.00%	●
19-20 YE: 96.00%					
Calls received		14226	14081	14079	
Calls answered		12543	12762	12370	
Repairs Line	90.00%	88.00%	91.00%	88.00%	●

Percentage of calls answered on the housing line



Percentage of calls answered on the repairs line

